

**Helpdesk Support calls KPI monitoring report Sept 2018 to September 2019**

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| Month | **Total No Calls** | **Resolved in SLA** | **Resolved on 1st Contact** |
| September | **558** | **100%** | **99.5%** |
| October | **333** | **100%** | **97.5%** |
| November | **253** | **100%** | **98.25** |
| December | **173** | **100%** | **98.75%** |
| January | **457** | **100%** | **98.4%** |
| February | **173** | **100%** | **99%** |
| March | **310** | **100%** | **99.25%** |
| April | **219** | **100%** | **98.4%** |
| May | **241** | **100%** | **99%** |
| June | **316** | **100%** | **98%** |
| July | **279** | **100%** | **100%** |
| August | **52** | **100%** | **96%** |
| September | **445** | **100%** | **99%** |